Figure 1. Where transformational value **Future-ready** intersects with intelligent operations Intelligent **Predictive** Insights-driven Profitability gains = 5.8pp* **Efficient** Efficiency gains = 18.8%* **Automated** Stable **Transformational** Foundational value Foundational tools Robotic automation Advanced data science Al. cloud and **Technology** and technologies with workflow capabilities blockchain enabled Human-only workforce Talent Machines augment Machines augment Knowledge workers focusing humans for humans for on judgment-based work. select processes majority of processes Agile workforce at scale Non-standardized End-to-end digitized and Industry- and function-Industry- and function-**Processes** transformed processes and fragmented leading practices leading practices applied selectively applied widely Siloed or incomplete Data Aggregated at the Leveraging analytics Al at scale using diverse data organization level to drive data insights

Transactional/Incremental

Strategic/Transformational

*Accenture Research and Oxford Economics Intelligent Operations Survey, 2020